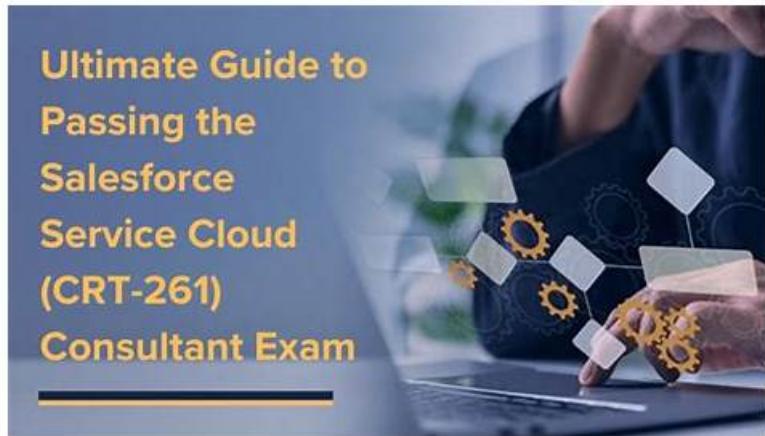


# First-hand Salesforce CRT-261 Latest Dump: Certification Preparation for Service Cloud Consultant - Valid CRT-261 Exam Vce



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## Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q93-Q98):

### NEW QUESTION # 93

A consultant is working on a Service Cloud implementation with a fixed budget and timeline. The analysis phase of the project has just been completed. Additional requirements were discovered that will result in the project exceeding timeline and budget constraints. What is the first step the consultant should take to address the issue?

- A. Adjust the dates in the project plan to account for the additional requirements and communicate the new timeline.
- B. Add development resources to the project team to build out the additional requirements.
- **C. Document the requirements gap and communicate development options to the project team**
- D. Adjust the project scope to accommodate new requirements and continue with the original project schedule

**Answer: C**

#### NEW QUESTION # 94

A customer-submitted case is routed to a service desk agent at Universal Containers. After the agent responds to the case, the agent realizes the customer is not eligible for support. Which solution should a consultant recommend to prevent this scenario from happening in the future?

- A. Add a Validation Rule that ensures each Account has an entitlement.
- B. Add a Validation Rule that ensures each Case has an entitlement.
- C. Add the entitlement lookup field to case page layouts.
- **D. Add the entitlement related list to account page layouts.**

**Answer: D**

#### NEW QUESTION # 95

Cloud Kicks is migrating from an external knowledge base to Salesforce Knowledge. Currently, users can select from 8 top-level topics. Each topic has 250 subtopics, arranged into a hierarchy that is 10 levels deep.

What should a consultant recommend?

- A. Organize up to 200 categories in each category group.
- B. Consolidate into 3 or fewer category groups.
- **C. Reorganize Into a hierarchy with 6 or fewer levels.**
- D. Assign up to 10 data categories per category group to each article.

**Answer: C**

Explanation:

Explanation

Reorganizing into a hierarchy with 6 or fewer levels is a recommendation that the consultant should make to Cloud Kicks when migrating from an external knowledge base to Salesforce Knowledge. Salesforce Knowledge has a limit of 6 levels for data category hierarchies, which are used to organize and filter articles by topic or type. Data categories can help users find relevant articles based on their search criteria or case information. Cloud Kicks should restructure their existing topics and subtopics into data categories and data category groups that fit within the Salesforce Knowledge limits and best practices. Verified References: :

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#### NEW QUESTION # 96

Universal Containers wants to notify Support Managers when a new case has been untouched for more than two business days. Which approach should a consultant implement?

- **A. Configure Case Escalation Rules.**
- B. Establish Case Assignment Rules.
- C. Define Case Auto-Response Rules.
- D. Create a Process Builder with Scheduled Actions.

**Answer: A**

Explanation:

Case escalation rules are used to automatically escalate cases based on certain criteria, such as case age, priority, status, or owner. Escalation rules can trigger actions such as sending email notifications, assigning cases to queues or users, or changing field values. Case escalation rules are the best approach to notify Support Managers when a new case has been untouched for more than two business days. Verified References: Service Cloud Consultant Certification Guide & Tips, Set Up Escalation Rules

#### NEW QUESTION # 97

Which statement is true regarding the Salesforce CTI adapter? Choose 3 answers

- A. It is a server-based software program that controls the appearance and behavior of a Salesforce SoftPhone

- B. It acts as an intermediary between telephony systems, the Salesforce Call Center application, and Salesforce user interface
- C. It does NOT require a software install for each call center user on a Windows-based PC.
- D. It is based on the Salesforce CTI Toolkit and consists of source code, libraries, and files
- E. Prebuilt CTI adapters for different telephony systems are available on the Force.com AppExchange

**Answer: B,D,E**

## NEW QUESTION # 98

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